Becoming a Supervisor- Troubleshooting

Something happens that scares both of you

Stop safely and calm down. Talking calmly and analysing what went wrong will help the learner to realise how they can improve next time and will prevent the situation happening again.

If your learner makes a mistake

Encourage the learner to learn from their mistakes. Ask them how they might have handled the particular driving situation differently.

The instructor teaches the learner a procedure in a way that differs to your instructions

Make a note of the situation and research it later. Don't argue or cause confusion. It might simply be a case of explaining things differently.

Using the wrong switch or button and/or acting clumsy

For example, the indicators are turned on instead of the wipers. Encourage your learner to spend time in a stationary car familiarising themselves with the car's controls.

Bunny hops and grinding the gears

Remember that with experience, your learner will get the feel of the car and the movements will become smoother.

Forgetting instructions or not checking their mirrors and blind spots

Your learner is concentrating on the physical aspect of driving, so it is easy to forget these important instructions. Stay patient and positive, reminding your learner to look around the car and to use the mirrors.

When the learner is more focussed on one procedure, rather than another

For example, the learner is looking more to the left, than right. Suggest that your learner develop a system of scanning, or remind your learner throughout the drive.

Inconsistent speed – going too fast and then too slow

Learning to drive is a daunting experience, as there are so many things to remember. Once your learner is comfortable with driving, their ability to use the accelerator will improve.

Becoming too confident, or always nervous

Your learner driver may be finding some areas of driving really simple, so remind them that there is a lot to learn. Continue to encourage and give advice to your learner to improve their confidence.

If you find that you keep touching the steering wheel, or try to help the learner with the steering, hold something in your hands (like a book or a pen).

Emergencies

Accidents

If you and your learner are involved in an accident, stop immediately and try to relax, take a few deep breaths and collect yourself.

Use this checklist as a guide for what to do:

- ✓ Help anyone who has been injured, making sure that your actions don't put you or anyone else in danger.
- ✓ Make a note of the time, date and location of the crash.
- ✓ Exchange names and contact numbers of other parties involved.
- ✓ Make a note of registration numbers, make and model of other vehicles involved.
- ✓ Report crash to the nearest police station if there is an injury, damage to vehicle property exceeds $3000, or if the owner of any damaged property is not present.

If someone is injured, the crash must also be reported to the Insurance Commission of Western Australia, Motor Vehicle Personal Injury (08) 9264 3333, freecall 1800 643 338.
Visit: http://www.icwa.wa.gov.au

Breakdown

If the vehicle develops engine trouble:

- Move to the left and try to steer the car as far as possible from traffic.

- If the vehicle breaks down
- Put your hazard lights on immediately.
- Ask your passengers to get out of the car only if it is safe to do so.
- If you have a hazard warning triangle, place it to the side of the road. In built up areas, place the sign 50m away and, on high speed roads, 150m away.
- If you have a bright, reflective safety vest, wear it.
- Call for assistance using your mobile phone, or an emergency phone, if there is one.

Did you know that you can join RAC Roadside Assistance and receive immediate help
Call 13 11 11.

Police

If you are stopped by the police:

- Pull over as soon as it is safe to do so, and get as far off the road as you can.
- Turn off the engine (if you have electric windows, put your window down first).
- Remain in your vehicle until instructed to do otherwise.
- Remain polite and answer any questions truthfully.
- Follow any directions you are given.
- When (and if) you are allowed to proceed, check it is safe to do so, before pulling back out into the traffic.